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2014

City of Sharonville Resident Perception Survey



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Introduction

Citizens are basically customers of City government services, and measuring customer opinions of services and satisfaction levels is good business practice.¹ As one means of tracking data about customer needs, the City provides the opportunity for citizens to share their opinions on City government and City services, and to assess citizen desires for the future of Sharonville. In 2014, the Center for Urban and Public Affairs (CUPA) at Wright State University (WSU) conducted the public opinion survey for the City of Sharonville.

This report summarizes the perceptions of Sharonville's citizens, and studies differences in perceptions between groups of people. Survey questions have been grouped into topical areas, such as "General Public Sentiment" and "Views of City Services," representing the chapters in this report. In each section, the results from the survey are described in detail, and statistical differences between groups of people are noted whenever applicable. The appendices provide additional detail.

Survey Methodology

The survey instrument was designed by researchers at Wright State University's Center for Urban and Public Affairs with the input and approval of the City of Sharonville. The questionnaire was developed from CUPA's experience in conducting surveys for local governments. To view the survey instrument, see Appendix A.

Data collection lasted from June 3rd to June 26th, 2014. Interviewers used a Computer Aided Telephone Interviewing (CATI) software program that displays the questionnaire on a computer screen and allows the interviewer to enter the response directly into the computer. Such a system helps to minimize errors in gathering the data. A total of 406 individuals were interviewed to obtain a 95 percent confidence level and a $\pm[4.7\%]$ sampling error for the City as a whole.

¹ "Michigan's Quality Improvement Guidebook," 2008.

Data Analysis

Demographics

The following presents a demographic profile of survey respondents. The data were weighted by age, gender, and income level to provide more accurate estimates and to adjust the distribution of the sample data to reflect the demographics of the adult population of the City. By weighting the data, the responses of persons in various subgroups are adjusted to compensate for the over-representation or under-representation of these persons in the survey sample.

Figure 1 shows the age and gender of all survey respondents. Just over a quarter of respondents (26.9%) were between the ages of 18 and 34. All other age groups were nearly equally distributed at 15-20% of respondents.

Figure 1. Age and gender of survey respondents.

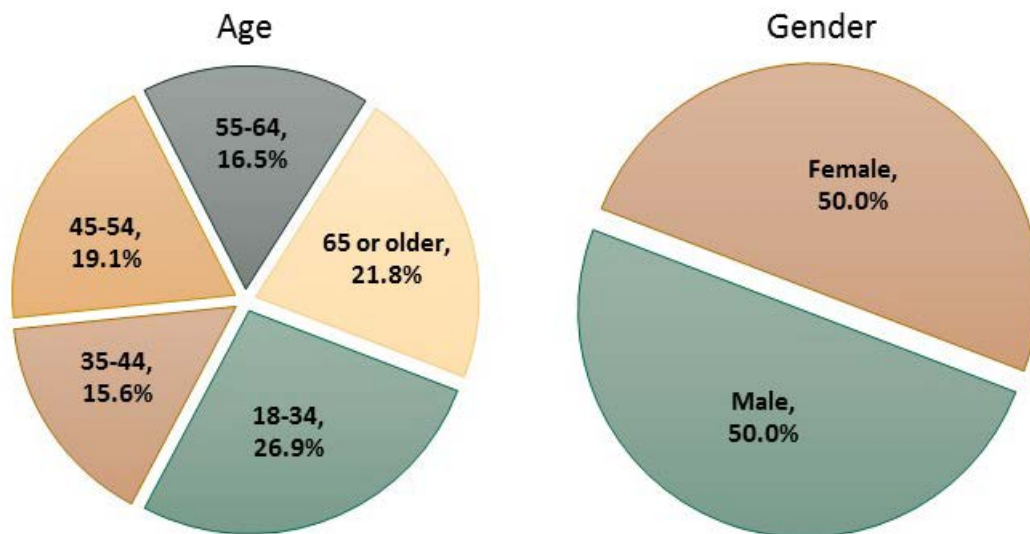


Table 1 shows the race of the survey respondents. Due to the small sample sizes of many races, the categories were collapsed into two categories: White/Caucasian and All Minorities.

Table 1. Race of survey respondents.

	Percent of Respondents	Percent Used in Analysis
Caucasian	87.0%	87.0%
African-American	8.9%	13.0%
All other minority races/ethnicities	4.1%	

The education level of the survey respondents is shown in Figure 2. Six in ten survey respondents (62.4%) have completed at least some college. Just over a third of respondents (36.6%) had graduated high school but not yet completed a college degree.

Figure 2. Education level of survey respondents.

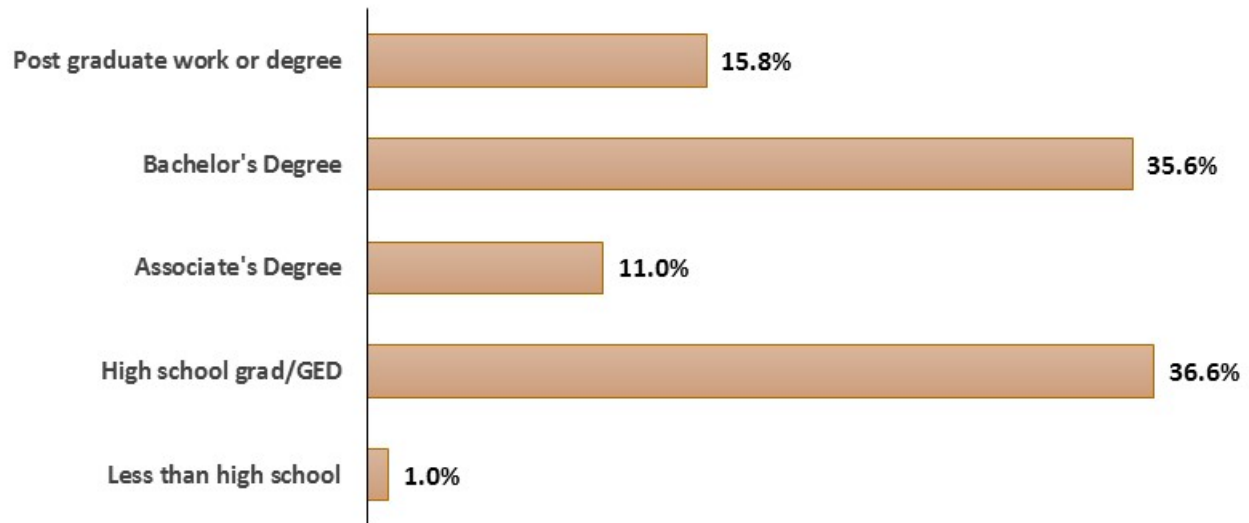
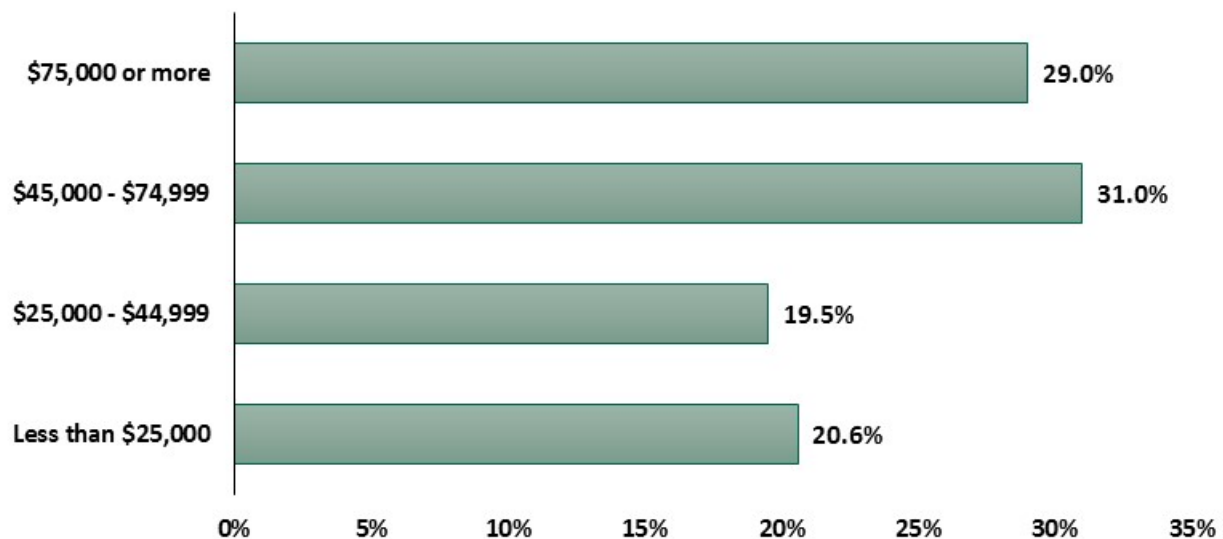


Figure 3 displays the income distribution of respondents' households. Nearly a third of responding households (29.0%) had an income of \$75,000 or more a year. Twenty-one percent (20.6%) make less than \$25,000 a year.

Figure 3. Income levels of survey respondents.

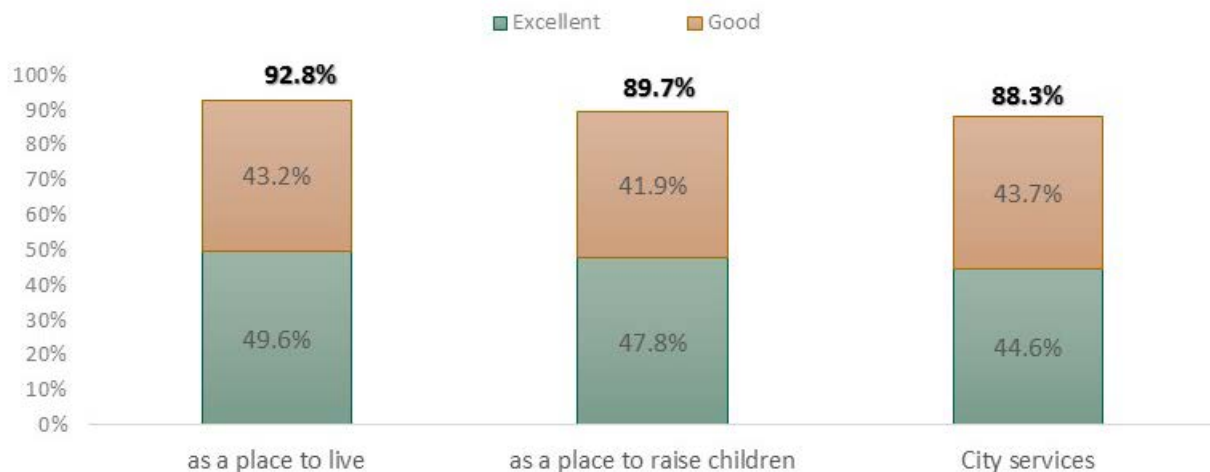


The majority of residents (82.6%) own a home in the City of Sharonville. Despite this, 90.9% of respondents do not work in the City. Only 14.1% of respondents are anticipating moving from Sharonville in the next 2 years.

General Public Sentiment

Overall, residents rate the City of Sharonville as either *Excellent* or *Good*. Figure 4 shows the intensity of residents' feelings about the City. Women and seniors were significantly more positive about Sharonville than men or younger residents (18-34 year olds). Residents who made less than \$25,000/year felt more positively about City services while those who made \$45,000/year or more were more likely to rate the City poorly as a place to raise kids.

Figure 4. How respondents rate the City of Sharonville.

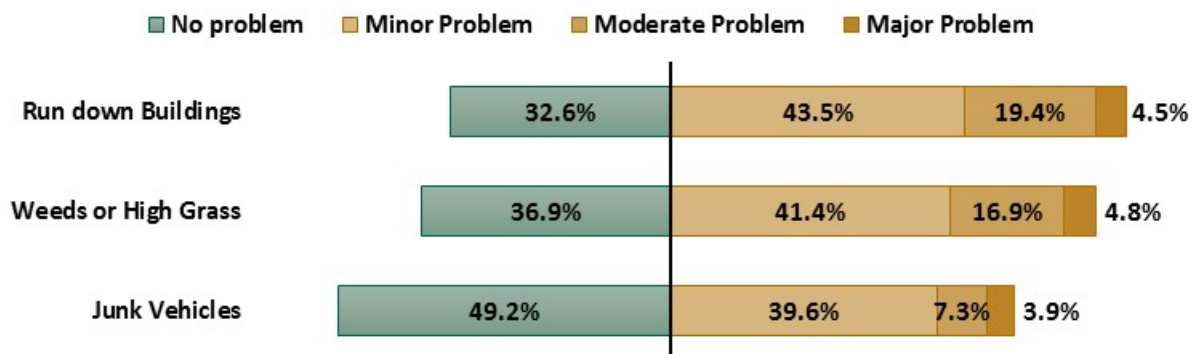


Concerns with the City

Problem Properties

Residents felt that rundown buildings were the biggest problem with problem properties, followed by properties with weeds or high grass. Figure 5 displays how residents felt about each feature of problem properties. Women, older residents (35+ years old), and those making more than \$25,000/year were significantly more likely to feel that these features were a problem.

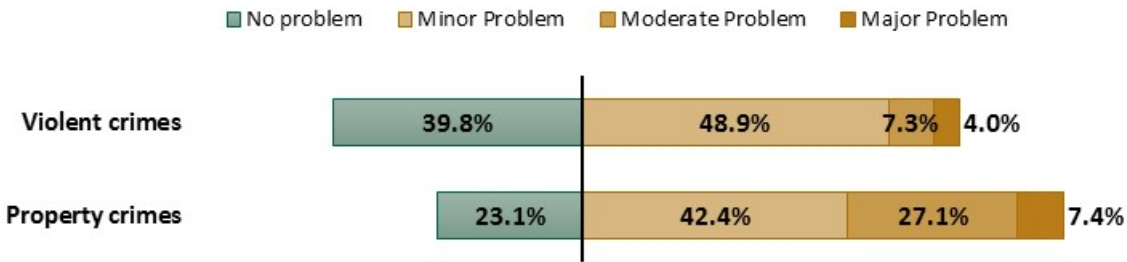
Figure 5. Respondents' concerns with problem properties.



Crime

Most residents felt that violent crimes were either *No problem at all* (39.8%) or only a *Minor problem* (48.9%). Figure 6 shows how residents felt about each type of crime. Men, residents 35 years of age and older, and those making more than \$25,000/year were more likely to see both types of crime as a problem. Residents 18-34 and those making \$45-75,000/year were more likely to see these as major problems when they did see them as problems.

Figure 6. Respondents' concerns with crime

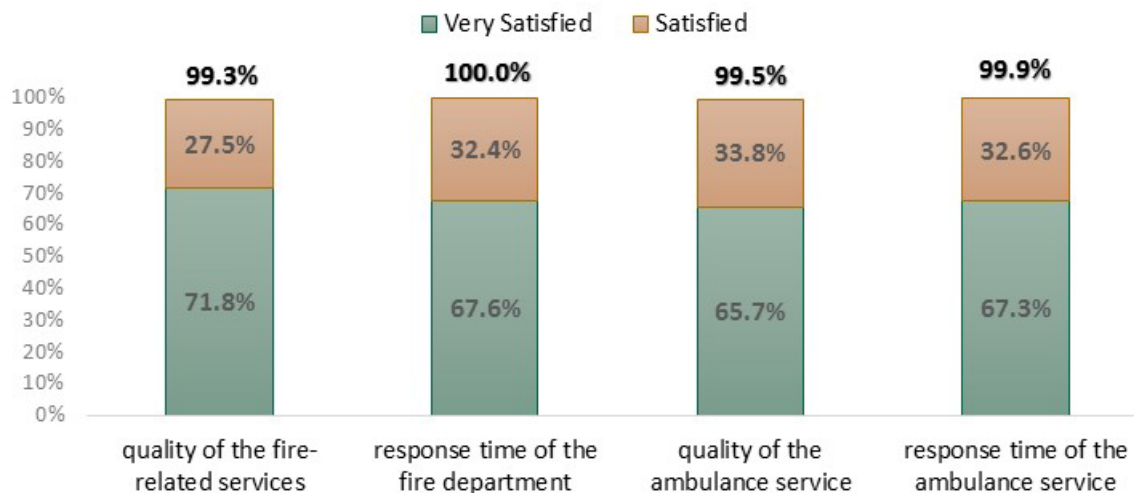


Views of City Services

Fire & Ambulance

The majority of residents consider the overall performance of the fire and ambulance service to be either *Good* (30.3%) or *Excellent* (68.0%). Figure 7 displays the percent of residents who were *Satisfied* or *Very Satisfied* with the fire and ambulance service. Residents over the age of 35 were significantly more likely to say they were Very Satisfied with the response time of the fire department.

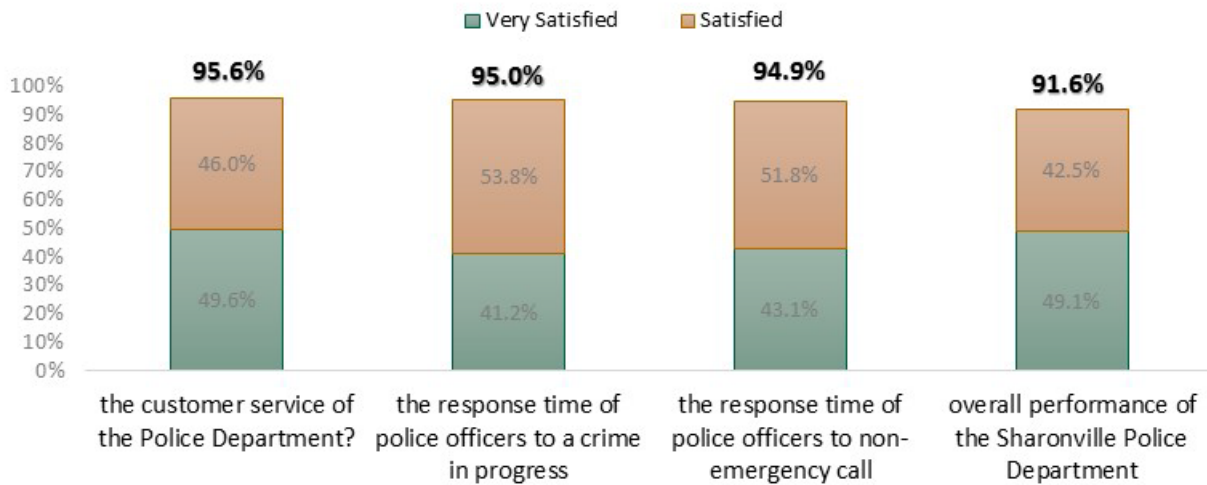
Figure 7. Residents' satisfaction with fire and ambulance services.



Police

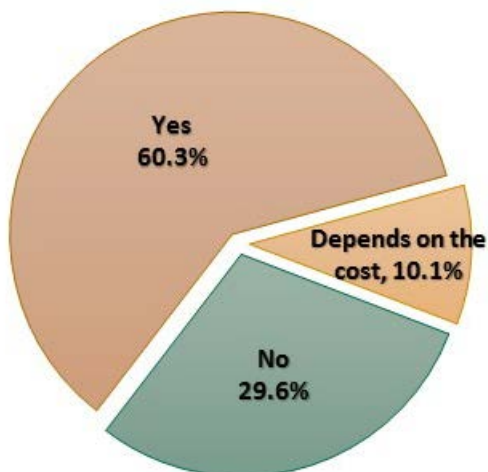
Respondents generally feel *Safe* (41.4%) or *Very Safe* (57.5%) in their neighborhoods. Most of the respondents were satisfied with the customer service, response time, and performance of the Sharonville Police Department. Figure 8 displays the intensity of responses. Women were significantly more likely to say that they were *Very Satisfied* with the response time to non-emergency calls while respondents 35 and over were more likely to rate the overall performance as *Excellent*.

Figure 8. Respondents' satisfaction with police services.



Respondents were asked if they would be willing to pay for street-lighting if the money was specifically earmarked for the Police Department. Figure 9 shows how residents responded. The majority were willing to help pay or said it depended on the cost. Those who responded with either of those two options were then asked what amount they were willing to pay. Most respondents (78.9%) were willing to pay *up to \$2 per month*. Residents who made over \$45,000/year were significantly more likely to say they would pay up to \$2 per month.

Figure 9. Respondents' willingness to pay for street lighting.



Parks

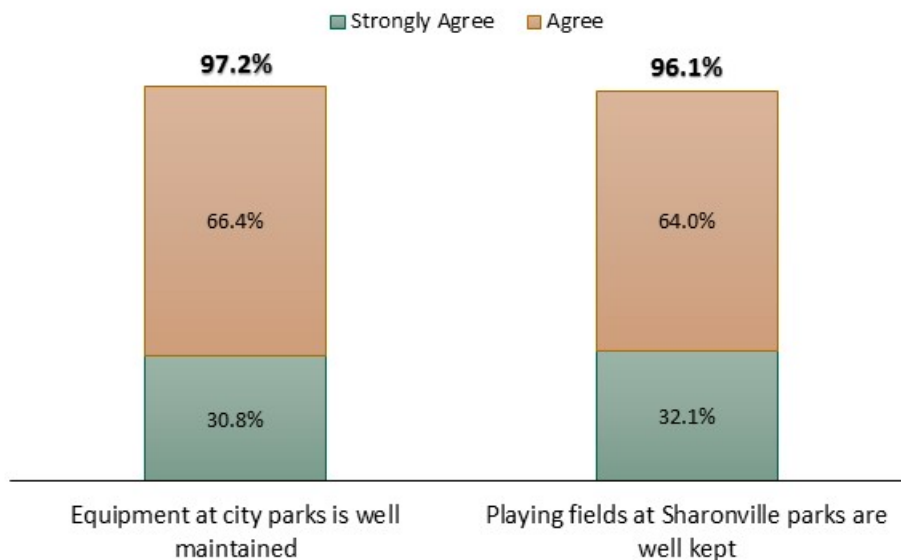
Most respondents rated the City of Sharonville Parks well. Figure 10 displays the breakdown of residents' responses. Males were significantly more intense about their rating of the parks. They were significantly more likely to rate the parks as either *Excellent* (57.2%) or *Poor* (5.7%) compared to females.

Figure 10. How respondents would rate the City of Sharonville Parks.



Residents also rated the maintenance of equipment and playing fields at the parks very highly. Figure 11 shows the intensity with which they agreed that these aspects were well kept. Men were more likely to feel strongly about the playing fields, either *Strongly Agreeing* (33.3%) or *Strongly Disagreeing* (5.8%) with that statement compared to women who generally just *Agreed* (67.7%) with it.

Figure 11. Respondents level of agreement with statements about the parks.



Community Center

Only 34.2% of respondents were currently members of the community center although another 25.9% had previously been members. Women, older individuals, and those with higher incomes were significantly more likely to have been members. Most of the respondents were either *Satisfied* (47.9%) or *Very Satisfied* (41.9%) with membership prices.

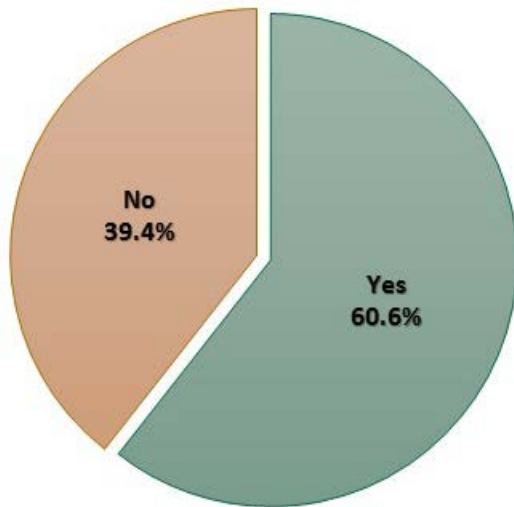
The cleanliness and quality of the amenities and customer service were rated highly. However, the respondents were less pleased with the fitness area. Figure 12 displays the percent of respondents who rated each attribute of the Community Center as either *Excellent* or *Good*. Men were significantly more likely to rate the fitness area and cleanliness as *Excellent* while women were more likely to rate it as *Good*. Respondents 18-34 years of age were more likely to rate the fitness area as *Fair* while older residents rated the overall quality of amenities at the Community Center higher than younger residents did. Residents with lower incomes were significantly more likely to rate the fitness area higher than those with higher incomes.

Figure 12. How respondents rated the Community Center.



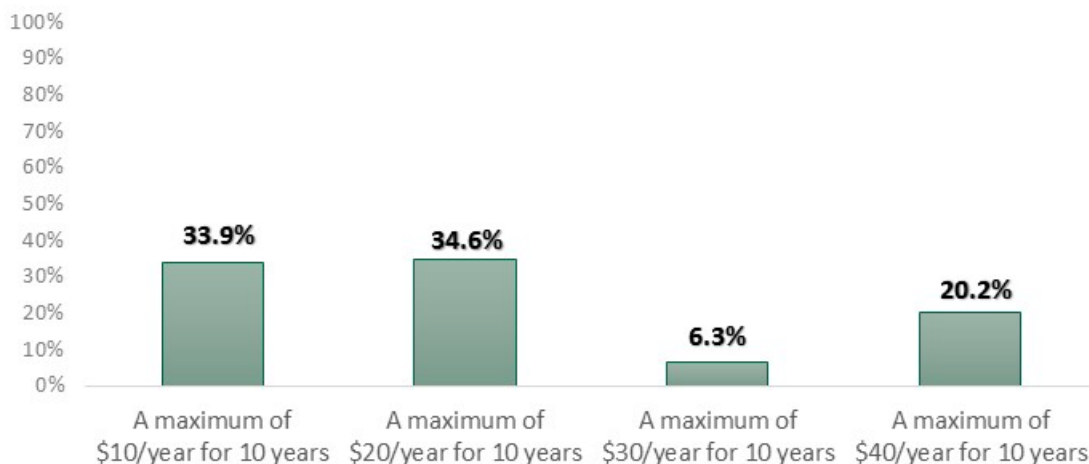
A majority of respondents would support an expansion of the Community Center. Figure 13 shows how many respondents would support the expansion and if they were willing to pay for it. Younger residents were significantly more likely to support the expansion. Younger respondents and men were significantly more willing to pay for the expansion. Women were more likely to say it depended on the cost. Residents in the \$25,000-\$45,000 a year income bracket were least likely to be willing to pay for the expansion.

Figure 13. Respondents views on Community Center expansion.



When asked how much they would be willing to pay for the expansion, the two lowest priced options were the most popular with one third of the response each. Figure 14 displays the distribution of respondents' answers. Women were significantly more likely to use pay more.

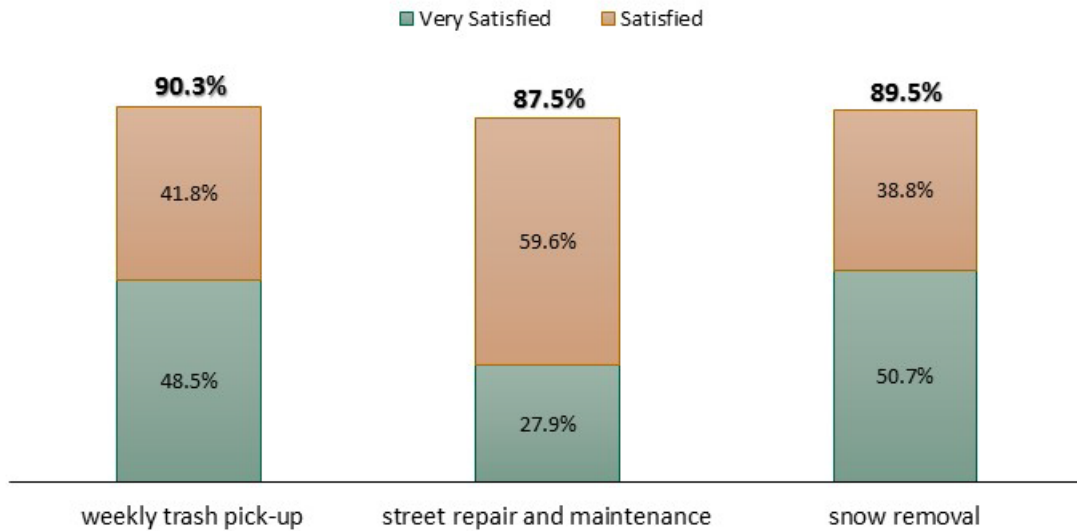
Figure 14. How much respondents were willing to give for the Community Center expansion.



Public Works

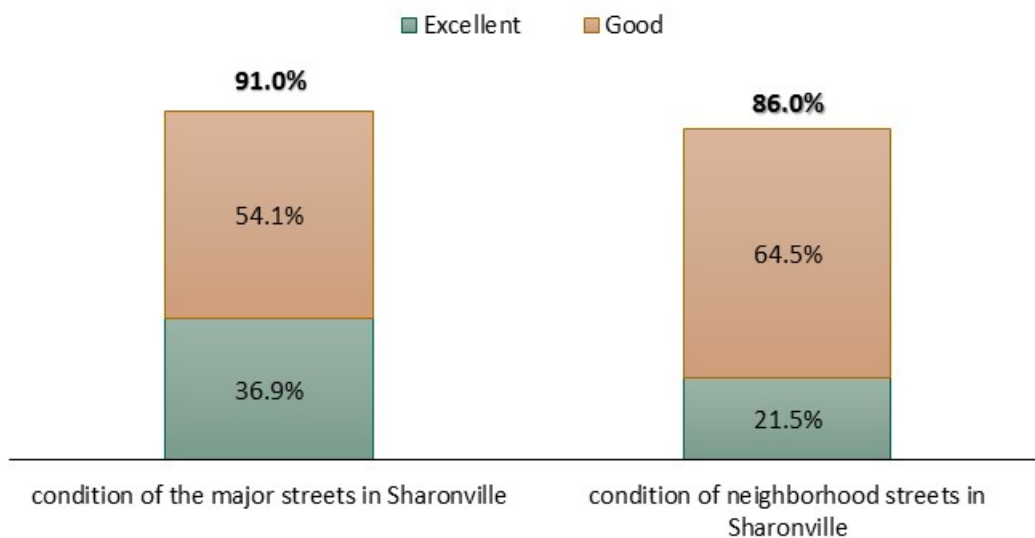
Residents were generally satisfied with public services. Figure 15 shows how satisfied respondents were with each service. Women and older individuals were significantly more likely to be *Very Satisfied* with trash pick-up and snow removal.

Figure 15. Respondents' satisfaction with public services.



When asked to rate the condition of streets in Sharonville, the major streets were rated more highly than the neighborhood streets. Figure 16 displays the ratings for both major streets and neighborhood streets. Older individuals were significantly more likely to rate neighborhood streets as *Excellent*.

Figure 16. How respondents rated the condition of streets.



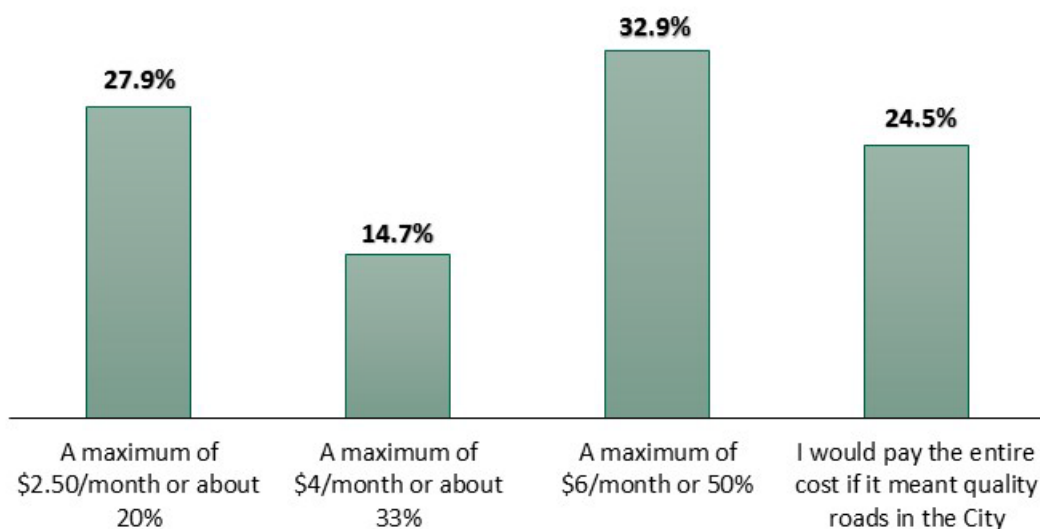
Respondents were asked how they would invest \$100 on transportation improvements to determine what aspects of the transportation they felt needed improvement. Figure 17 shows how they divided this money based on the response mean.

Figure 17. Importance of transportation improvements for respondents.



When asked if they would be willing to pay for trash service if that money was earmarked specifically for roadway improvements, 51.3% of respondents said *Yes* while another 17% said it *Depends on the cost*. Figure 18 displays the distribution of responses to how much the respondents were willing to pay for this service. Nearly a quarter were willing to pay the full amount while another third of respondents were willing to pay a maximum of 50% of the cost. Men, younger individuals, and those making lower incomes were significantly more willing to pay the full cost of trash service.

Figure 18. How much respondents were willing to pay for trash service.

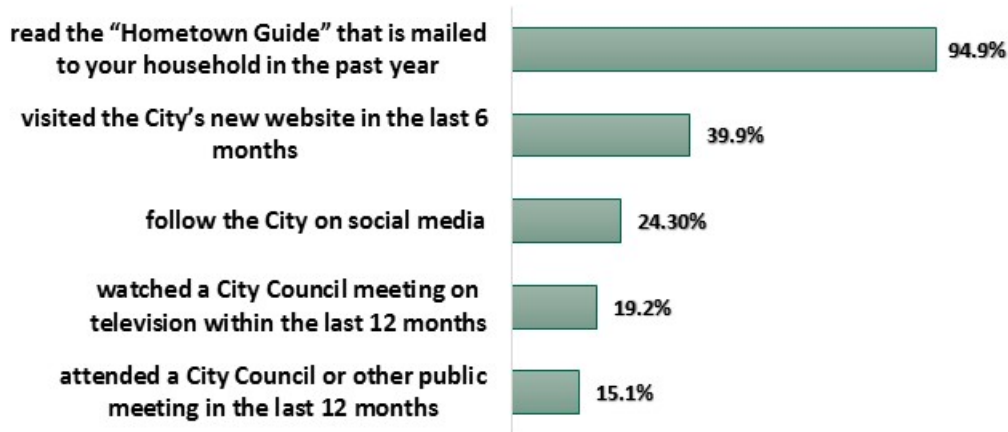


Views on the City

Source of News

Only a small percentage (15.1%) of respondents have attended a City Council or other public meeting in the last 12 months. However, the majority of respondents have read the “Hometown Guide” that is mailed to them and 96.8% of those who have read it find the “Hometown Guide” helpful or informational. Figure 19 shows where residents receive their news about the City.

Figure 19. Respondents' sources of news about the City.

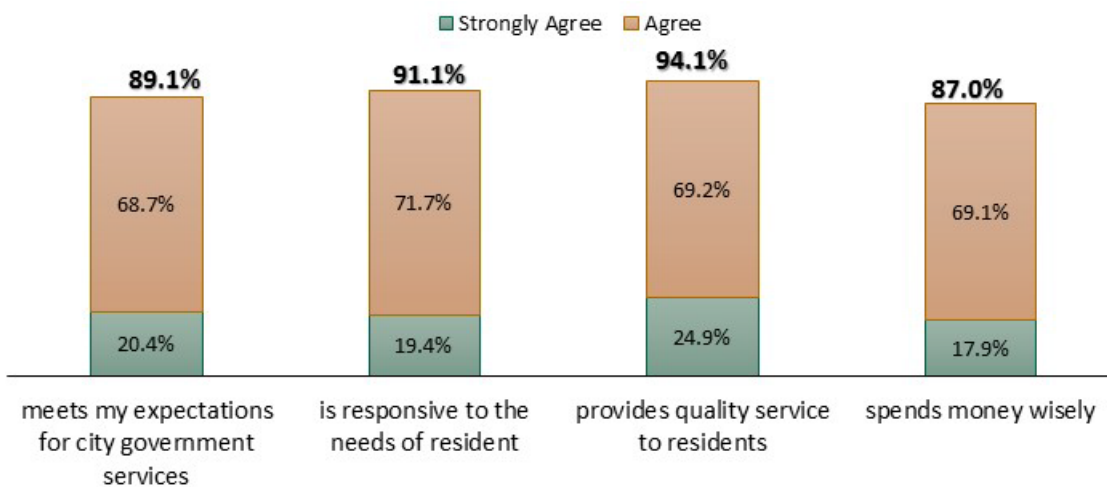


Men were more likely to have attended a public meeting while women, people 35-54 years old, and households with higher incomes were more likely to have visited the City’s website or to follow the City on social media.

Care of Residents

Respondents were overall positive about the City. Figure 20 shows how residents felt about the City’s responsiveness, service, and money expenditure. Women and older individuals were significantly more likely to *Strongly Agree* with each statement than men or 18-34 year olds.

Figure 20. How respondents feel about the City's care of residents.



Residents' Concerns and Goals for Sharonville

Residents were asked to name three things they liked most about Sharonville. The top 3 responses were well run city services, convenient location, and that the community is safe and secure. Other popular answers included nice parks and community center, good communities and schools, and that the neighborhoods are clean, quiet, and well maintained. Responses to each open-ended question are listed in Appendix B.

The top three goals residents gave for the City were: maintaining roads and sidewalks, improving safety and reducing crime, and improve the schools and community center. Economic development and cleaning up problem properties were also common themes.

When asked what their biggest concerns were, a third of residents cited crime as their biggest concern for the City. Property upkeep, the increase in Section 8 housing, and budget concerns and the potential loss of city services were also common concerns listed by residents. Table 2 provides a breakdown of resident concerns.

Table 2: Residents' Concerns

Resident Concerns	Percentage
Crime	44.73%
Property upkeep	11.50%
Section 8 housing	7.67%
Budget concerns/Reduction in city services	5.43%
Diversity issues	3.83%
Taxes	3.83%
Downtown upkeep	3.19%
School system	2.88%
Losing business	2.88%
School system	2.88%
Youth	2.24%
Government changes	1.28%
Traffic law enforcement	0.96%
Enforcing zoning	0.64%
Need to update	0.64%
Pollution/Natural Resources	0.64%

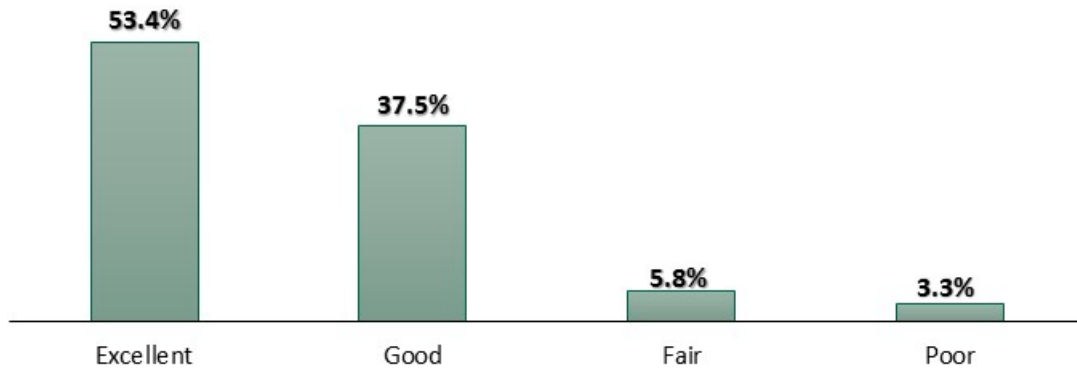
Residents were asked if there was anything they wanted the City of Sharonville to try to accomplish in their dealings with other government units. Two-thirds of those who responded stated the need to lower water and sewer bills. Resolving current water and sewer issues, a leaf pick-up, and the need to change energy companies were also listed.

Budget

Sources of Revenue

Only a third of respondents (32.2%) knew that Sharonville property owners do not pay any of their taxes to the city. When this lack of tax dollars is taken into consideration, over half of the respondents rated the value of the services provided by the City as *Excellent*. Figure 21 shows the breakdown of how residents rated the value of the City services. Women and older individuals were significantly more likely to rate the value as *Excellent*.

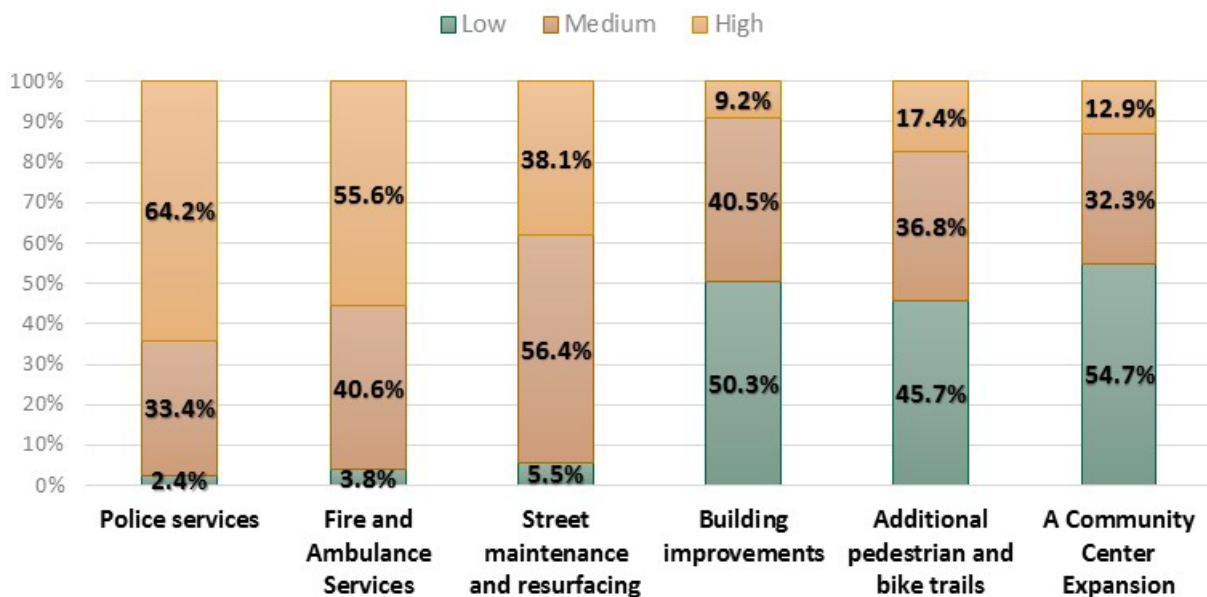
Figure 21. How respondents rated the value of City services.



Priorities

Respondents were asked to state how much of a priority several services were to them. Police, fire and ambulance, and street maintenance were considered to be the highest priority while additional pedestrian and bike trails were the least. Figure 22 displays the priority respondents placed on each service. Women and seniors were significantly more likely to say police, fire, and ambulance services were a high priority.

Figure 22. Respondents' priorities for City services.



Conclusion

Overall, residents are satisfied with City services and rate the City of Sharonville very highly. Rundown buildings and property crimes are residents' biggest concerns. Police, fire, and ambulance services are their greatest priorities given the current financial environment. Most residents are willing to contribute to maintaining and improving City services. Residents generally rate the value of City services very highly and feel the City spends money well, meets their expectations, and is responsive to their needs.

Appendix A: Survey Instrument

Introduction Part I

Hello, my name is _____

I am calling on behalf of the City of Sharonville, which is conducting a survey on what residents think about the quality of services that the City provides. The survey will provide valuable information to the City.

May I speak to an adult who is 18 years of age or older?

Introduction Part II

Before we begin, I want to assure you that your responses will be kept completely confidential. No information that identifies you will ever be used. Also, if you do not feel comfortable answering any of the questions, just ask me to go on. I really appreciate your time.

1. Are you 18 years of age or older and live in the city limits of Sharonville?

1. Yes
2. No (*Does not qualify for survey*)

2. How would you rate the City of Sharonville as a place to live? Is it:

1. Excellent
2. Good
3. Fair
4. Poor

3. Overall, how would you rate the quality of City services in the City of Sharonville? Are they:

1. Excellent
2. Good
3. Fair
4. Poor

4. How would you rate the City of Sharonville as a place to raise children? Is it:

1. Excellent
2. Good
3. Fair
4. Poor

Next, I am going to read you a list. For each item, please tell me if you believe there is a major problem, moderate problem, minor problem, or no problem in Sharonville.

5. Run down houses and buildings.
 1. Major Problem
 2. Moderate Problem
 3. Minor Problem
 4. No problem at all
6. Properties with an abundance of weeds or high grass.
 1. Major Problem
 2. Moderate Problem
 3. Minor Problem
 4. No problem at all
7. Properties with junk vehicles.
 1. Major Problem
 2. Moderate Problem
 3. Minor Problem
 4. No problem at all
8. Violent crime such as rape, robbery or assault.
 1. Major Problem
 2. Moderate Problem
 3. Minor Problem
 4. No problem at all
9. Property crimes such as burglary or theft.
 1. Major Problem
 2. Moderate Problem
 3. Minor Problem
 4. No problem at all

Next, you will be asked a series of questions about Sharonville's fire and ambulance service.

10. How satisfied are you with the quality of the City's fire-related services? Are you:
 1. Very Satisfied
 2. Satisfied
 3. Dissatisfied
 4. Very Dissatisfied

11. How satisfied are you with the response time of the fire department?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

12. How satisfied are you with the quality of the ambulance service?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

13. How satisfied are you with the response time of the ambulance service?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

14. When thinking of the overall performance of the Sharonville Fire Department, do you believe the Fire Department is:

1. Excellent
2. Good
3. Fair
4. Poor

The next set of questions ask specific questions about the City of Sharonville police department

15. How safe do you feel in your neighborhood? Would you say:

1. Very Safe
2. Safe
3. Unsafe
4. Very Unsafe

16. How satisfied are you with the customer service of the Police Department?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

17. How satisfied are you with the response time of police officers to a crime in progress? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

18. How satisfied are you with the response time of police officers to non-emergency call, such as a lock-out? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

19. When thinking of the overall performance of the Sharonville Police Department, do you believe the Police Department is:

1. Excellent
2. Good
3. Fair
4. Poor

20. The City would like to be able to hire an additional police officer or two. However, funding limitations currently do not allow for this. Some cities ask their residents to pay for street-lighting costs through property assessments. In Sharonville, the overall cost for annual street-lighting is approximately \$100,000 per year which would total about \$2/month per each household. We currently do not pass these costs on to our residents. Would you be willing to help pay for street-lighting if the money was specifically earmarked for the Police Department?

1. Yes (*if Yes, ask #21*)
2. No (*if No, skip to #22*)
3. Depends on the Cost (*if so, ask #21*)

21. If you would consider helping to pay for street-lighting, in what amount?

1. Up to \$1/month
2. Up to \$2/month

The next several questions address City parks.

22. Overall, how would you rate the City of Sharonville parks?

1. Excellent
2. Good
3. Fair
4. Poor

23. Equipment at city parks is well maintained.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

24. Playing fields at Sharonville parks are well kept.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

The next set of questions focus on the Community Center, including the Pool area

25. Are you a member of the Community Center?

1. Yes (if Yes, skip to #27)
2. No

26. If not a current member, have you ever been a member?

1. Yes
2. No (if No, skip to #32)

27. How would you rate the quality of amenities at the Community Center? Would you say:

1. Excellent
2. Good
3. Fair
4. Poor

28. How would you rate the quality of customer service at the Community Center? Would you say:

1. Excellent
2. Good
3. Fair
4. Poor

29. How satisfied are you with the membership prices at the Community Center?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

30. How would you rate the fitness area at the Community Center?

1. Excellent
2. Good
3. Fair
4. Poor

31. How you your rate the cleanliness of the Community Center?

1. Excellent
2. Good
3. Fair
4. Poor

32. The City is thinking about expanding the Community Center to incorporate larger fitness and programming space – this could cost the City approximately \$1.5 million. Would you support this expansion?

1. Yes
2. No

33. Would you help pay for it?

1. Yes
2. No (*if No, skip to #35*)
3. Depends on the cost

34. If you would help to pay for it, how much would you be willing to assist per year?

1. A maximum of \$10/year for 10 years
2. A maximum of \$20/year for 10 years
3. A maximum of \$30/year for 10 years
4. A maximum of \$40/year for 10 years

The next set of questions will focus on Public Works

35. How satisfied are you with weekly trash pick-up? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

36. How satisfied are you with street repair and maintenance? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

37. Regarding snow removal, taking into account the recent harsh winter and shortage of salt state-wide, how satisfied are you with snow removal in Sharonville compared to other cities you have lived in or travel through? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

38. How would you rate the condition of the major streets in Sharonville?

1. Excellent
2. Good
3. Fair
4. Poor

39. How would you rate the condition of neighborhood streets in Sharonville?

1. Excellent
2. Good
3. Fair
4. Poor

40. If you were spending \$100 on transportation improvements, how would you divide those dollars between the following options:

1. Improvements to Major Streets (how much \$?)
2. Improvements to Neighborhood Streets (how much \$?)
3. Improvements to Sidewalks (how much \$?)
4. Additional multi-use trails for pedestrians and bikers (how much \$?)

41. You may have read that the State of Ohio has significantly decreased funding to cities, including Sharonville. Sharonville is one of very few cities state-wide that pays 100% of trash services for residents. If, because of the state funding cuts, it meant the City could no longer continue a proactive road maintenance and street resurfacing program, would you be willing to help pay for a portion of your trash service if you knew that money was specifically earmarked for roadway improvements?

1. Yes (*if Yes, ask #42*)
2. No (*if No, skip to #43*)
3. Depends on the cost (*if so, ask #42*)

42. If you would be willing to help pay for your trash service, assuming the cost is \$12/month, would you be willing to pay:

1. A maximum of \$2.50/month or about 20%
2. A maximum of \$4/month or about 33%
3. A maximum of \$6/month or 50%
4. I would pay the entire cost if it meant quality roads in the City

Regarding the City in general, please provide feedback on the following:

43. Have you or anyone in your household attended a City Council meeting or other public meeting in the last 12 months?

1. Yes
2. No

44. Have you or anyone in your household watched a City Council meeting on television within the last 12 months?

1. Yes
2. No

45. Have you read the "Hometown Guide" that is mailed to your household in the past year?

1. Yes
2. No

46. If you have read the "Hometown Guide," do you find it helpful or informational?

1. Yes
2. No

47. Have you visited the City's new website – www.sharonville.org -- within the last 6 months?

1. Yes
2. No

48. Do you or anyone in your household follow the City on Facebook or other social media site such as Twitter?

1. Yes
2. No

Please state your level of agreement with the following statements.

49. The City of Sharonville meets my expectations for city government services.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

50. The City of Sharonville is responsive to the needs of residents.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

51. The City of Sharonville provides quality service to residents.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

52. The City of Sharonville spends money wisely.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

The next set of questions asks about your general views of the City of Sharonville.

53. Given your choice to live in Sharonville, what are the 3 things you like the most about our community? ***(Open-ended question)***

54. What are your biggest two or three goals for the City to strive for in the next few years? ***(Open-ended question)***

55. What are your biggest concerns about what might happen in Sharonville in the next few years that the City should try to guard against? ***(Open-ended question)***

56. Other entities – not the City – provide you with water, sewer and other County or State services. Is there anything you would like for us to try to accomplish for you in our dealings with these governmental units, like the state, the County, or the federal government? ***(Open-ended question – if so, request contact info?)***

57. Are you aware that Sharonville is currently one of very few cities in Ohio where property owners do not pay any of their property tax dollars to the City?

1. Yes
2. No

58. Because of the lack of property tax funds, the City is heavily reliant on income tax revenue. However, a vast majority of residents work outside our community. Therefore, most residents do not pay the City any property or income tax dollars – with that in mind, how would you rate the value of services the City provides to you?

1. Excellent
2. Good
3. Fair
4. Poor

I am going to read you a list of options – please tell me if you would like Sharonville to place a low, medium, or high priority in the City’s future budgets. Please take into consideration the reduced level of State funding to cities. (Following questions rotated)

59. Police services.

1. Low
2. Medium
3. High

60. Fire and Ambulance Services.

1. Low
2. Medium
3. High

61. Street maintenance and resurfacing.

1. Low
2. Medium
3. High

62. Building improvements, including city hall, police and fire stations.

1. Low
2. Medium
3. High

63. Additional pedestrian and bike trails

1. Low
2. Medium
3. High

64. A Community Center Expansion

1. Low
2. Medium
3. High

Now I have just a few final demographic questions.

65. Please stop me when I reach your age.

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65-74
7. 75 or older

66. What was the last grade of school you completed?

1. Less than high school
2. High school grad/GED
3. Some college/tech school
4. College graduate
5. Post graduate work or degree

67. What race do you consider yourself to be?

1. Caucasian
2. African-American
3. Other

68. Do you own or rent your home?

1. Own
2. Rent

69. Please stop me when I reach your total household income before taxes, including all members of your household and all sources of income.

1. Less than \$15,000
2. \$15,000 but less than \$25,000
3. \$25,001 TO \$35,000
4. \$35,001 TO \$45,000
5. \$45,001 TO \$55,000
6. \$55,001 TO \$75,000
7. \$75,001 TO \$85,000
8. \$85,000 TO \$100,000
9. Over \$100,000

70. Do you work in the City of Sharonville?

1. Yes
2. No

71. Do you anticipate moving from Sharonville in the next 2 years?

1. Yes (*if Yes, ask #72*)
2. No

72. Why do you plan to move from Sharonville? (***Open-ended question***)

Determine by voice, was respondent male or female? (**Do Not Read**)

1. Male
2. Female

Wrap up sentence or two thanking them for their time and input etc.....

Appendix B: Frequency Tables

2. How would you rate the City of Sharonville as a place to live? Is it:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	201	49.6	49.6	49.6
	Good	175	43.2	43.2	92.8
	Fair	28	6.9	6.9	99.6
	Poor	1	.4	.4	100.0
	Total	406	100.0	100.0	

3. Overall, how would you rate the quality of City services in the City of Sharonville? Are they:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	177	43.6	44.6	44.6
	Good	174	42.8	43.7	88.3
	Fair	34	8.3	8.5	96.8
	Poor	13	3.1	3.2	100.0
	Total	397	97.8	100.0	
Missing	Don't know	9	2.2		
Total		406	100.0		

4. How would you rate the City of Sharonville as a place to raise children? Is it:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	180	44.4	47.8	47.8
	Good	158	38.9	41.9	89.7
	Fair	26	6.3	6.8	96.5
	Poor	13	3.3	3.5	100.0
	Total	377	92.8	100.0	
Missing	Don't know	26	6.5		
	Refused	3	.6		
	Total	29	7.2		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

Next, I am going to read you a list. For each item, please tell me if you believe there is a major problem, moderate problem, minor problem, or no problem in Sharonville.

5. Run down houses and buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Problem	18	4.5	4.5	4.5
	Moderate Problem	77	19.1	19.4	23.9
	Minor Problem	174	42.9	43.5	67.4
	No Problem at all	131	32.2	32.6	100.0
	Total	400	98.6	100.0	
Missing	Don't know	4	.9		
	Refused	2	.5		
	Total	6	1.4		
Total		406	100.0		

6. Properties with an abundance of weeds or high grass

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Problem	19	4.6	4.8	4.8
	Moderate Problem	66	16.3	16.9	21.7
	Minor Problem	162	39.8	41.4	63.1
	No Problem at all	144	35.6	36.9	100.0
	Total	391	96.2	100.0	
Missing	Don't know	14	3.6		
	Refused	1	.2		
	Total	15	3.8		
Total		406	100.0		

7. Properties with junk vehicles

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Problem	16	3.8	3.9	3.9
	Moderate Problem	29	7.0	7.3	11.2
	Minor Problem	156	38.4	39.6	50.8
	No Problem at all	193	47.6	49.2	100.0
	Total	393	96.9	100.0	
Missing	Don't know	13	3.1		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

8. Violent crime such as rape, robbery or assault

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Problem	15	3.7	4.0	4.0
	Moderate Problem	27	6.7	7.3	11.3
	Minor Problem	181	44.6	48.9	60.2
	No Problem at all	147	36.3	39.8	100.0
	Total	371	91.3	100.0	
Missing	Don't know	34	8.5		
	Refused	1	.3		
	Total	35	8.7		
Total		406	100.0		

9. Property crimes such as burglary or theft

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Problem	29	7.1	7.4	7.4
	Moderate Problem	105	26.0	27.1	34.5
	Minor Problem	165	40.7	42.4	76.9
	No Problem at all	90	22.2	23.1	100.0
	Total	390	96.0	100.0	
Missing	Don't know	16	3.8		
	Refused	1	.2		
	Total	16	4.0		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

Next, you will be asked a series of questions about Sharonville's fire and ambulance service.

10. How satisfied are you with the quality of the City's fire-related services? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	254	62.5	71.8	71.8
	Satisfied	97	23.9	27.5	99.2
	Dissatisfied	3	.7	.8	100.0
	Total	353	87.0	100.0	
Missing	Don't know	30	7.3		
	Refused	23	5.7		
	Total	53	13.0		
Total		406	100.0		

11. How satisfied are you with the response time of the fire department?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	212	52.3	67.6	67.6
	Satisfied	102	25.1	32.4	100.0
	Total	314	77.4	100.0	
Missing	Don't know	65	15.9		
	Refused	27	6.7		
	Total	92	22.6		
Total		406	100.0		

12. How satisfied are you with the quality of the ambulance service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	207	50.9	65.7	65.7
	Satisfied	106	26.2	33.8	99.4
	Dissatisfied	2	.4	.6	100.0
	Total	315	77.5	100.0	
Missing	Don't know	71	17.5		
	Refused	20	5.0		
	Total	91	22.5		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

13. How satisfied are you with the response time of the ambulance service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	210	51.7	67.3	67.3
	Satisfied	102	25.0	32.6	99.9
	Dissatisfied	0	.1	.1	100.0
	Total	312	76.9	100.0	
Missing	Don't know	72	17.8		
	Refused	22	5.3		
	Total	94	23.1		
Total		406	100.0		

14. When thinking of the overall performance of the Sharonville Fire Department, do you believe the Fire Department is:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	252	62.1	68.0	68.0
	Good	112	27.6	30.3	98.2
	Fair	7	1.6	1.8	100.0
	Total	371	91.3	100.0	
Missing	Don't know	26	6.4		
	Refused	9	2.3		
	Total	35	8.7		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

The next set of questions ask specific questions about the City of Sharonville police department

15. How safe do you feel in your neighborhood? Would you say:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	225	55.4	57.5	57.5
	Safe	162	39.9	41.4	98.9
	Unsafe	4	.9	1.0	99.9
	Very Unsafe	1	.1	.1	100.0
	Total	392	96.4	100.0	
Missing	Don't know	11	2.8		
	Refused	3	.8		
	Total	14	3.6		
Total		406	100.0		

16. How satisfied are you with the customer service of the Police Department?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	180	44.3	49.6	49.6
	Satisfied	167	41.1	46.0	95.5
	Dissatisfied	13	3.3	3.7	99.2
	Very Dissatisfied	3	.7	.8	100.0
	Total	363	89.3	100.0	
Missing	Don't know	37	9.2		
	Refused	6	1.5		
	Total	43	10.7		
Total		406	100.0		

17. How satisfied are you with the response time of police officers to a crime in progress? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	120	29.5	41.2	41.2
	Satisfied	156	38.5	53.8	95.1
	Dissatisfied	13	3.2	4.5	99.5
	Very Dissatisfied	1	.3	.5	100.0
	Total	290	71.5	100.0	
Missing	Don't know	102	25.0		
	Refused	14	3.5		
	Total	116	28.5		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

18. How satisfied are you with the response time of police officers to non-emergency call, such as a lock-out? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	137	33.8	43.1	43.1
	Satisfied	165	40.6	51.8	94.9
	Dissatisfied	13	3.2	4.1	98.9
	Very Dissatisfied	3	.9	1.1	100.0
	Total	318	78.4	100.0	
Missing	Don't know	75	18.4		
	Refused	13	3.2		
	Total	88	21.6		
Total		406	100.0		

19. When thinking of the overall performance of the Sharonville Police Department, do you believe the Police Department is:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	189	46.6	49.1	49.1
	Satisfied	164	40.4	42.5	91.6
	Dissatisfied	28	6.8	7.1	98.8
	Very Dissatisfied	5	1.2	1.2	100.0
	Total	385	94.9	100.0	
Missing	Don't know	16	4.0		
	Refused	4	1.0		
	Total	21	5.1		
Total		406	100.0		

20. The City would like to be able to hire an additional police officer or two. However, funding limitations currently do not allow for this. Some cities ask their residents to pay for street-lighting costs through property assessments. In Sharonville, the overall cost for annual street-lighting is approximately \$100,000 per year which would total about \$2/month per each household. We currently do not pass these costs on to our residents. Would you be willing to help pay for street-lighting if the money was specifically earmarked for the Police Department?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	222	54.6	60.3	60.3
	No	109	26.8	29.6	89.9
	Depends on Cost	37	9.1	10.1	100.0
	Total	368	90.6	100.0	
Missing	Don't know	31	7.7		
	Refused	7	1.7		
	Total	38	9.4		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

21. If you would consider helping to pay for street-lighting, in what amount?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Up to \$1 per month	51	12.7	21.1	21.1
	Up to \$2 per month	192	47.3	78.9	100.0
	Total	244	60.0	100.0	
Missing	Don't know	13	3.3		
	Refused	2	.5		
	System	147	36.3		
	Total	162	40.0		
Total		406	100.0		

The next several questions address City parks.

22. Overall, how would you rate the City of Sharonville parks?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	217	53.4	55.3	55.3
	Good	148	36.3	37.6	92.9
	Fair	15	3.7	3.8	96.8
	Poor	13	3.1	3.2	100.0
	Total	392	96.6	100.0	
Missing	Don't know	7	1.7		
	Refused	7	1.7		
	Total	14	3.4		
Total		406	100.0		

23. Equipment at city parks is well maintained.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	117	28.7	30.8	30.8
	Agree	251	61.9	66.4	97.1
	Disagree	11	2.7	2.9	100.0
	Total	379	93.3	100.0	
Missing	Don't know	19	4.8		
	Refused	8	1.9		
	Total	27	6.7		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

24. Playing fields at Sharonville parks are well kept.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	122	29.9	32.1	32.1
	Agree	242	59.7	64.0	96.1
	Disagree	3	.8	.9	97.0
	Strongly Disagree	11	2.8	3.0	100.0
	Total	379	93.2	100.0	
Missing	Don't know	19	4.8		
	Refused	8	2.0		
	Total	27	6.8		
Total		406	100.0		

The next set of questions focus on the Community Center, including the Pool area

25. Are you a member of the Community Center?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	137	33.8	34.2	34.2
	No	264	65.1	65.8	100.0
	Total	401	98.9	100.0	
Missing	Don't know	0	.1		
	Refused	4	1.1		
	Total	5	1.1		
Total		406	100.0		

26. If not a current member, have you ever been a member?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	104	25.5	39.3	39.3
	No	160	39.5	60.7	100.0
	Total	264	65.0	100.0	
Missing	Don't know	0	.1		
	Refused	5	1.2		
	System	137	33.8		
	Total	142	35.0		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

27. How would you rate the quality of amenities at the Community Center?

Would you say:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	116	28.7	49.4	49.4
	Good	97	23.9	41.2	90.6
	Fair	22	5.5	9.4	100.0
	Total	236	58.0	100.0	
Missing	Don't know	0	.1		
	Refused	5	1.2		
	System	165	40.7		
	Total	170	42.0		
Total		406	100.0		

28. How would you rate the quality of customer service at the Community Center? Would you say:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	120	29.4	51.9	51.9
	Good	95	23.4	41.2	93.2
	Fair	10	2.5	4.3	97.5
	Poor	6	1.4	2.5	100.0
	Total	230	56.7	100.0	
Missing	Don't know	4	1.1		
	Refused	6	1.5		
	System	165	40.7		
	Total	176	43.3		
Total		406	100.0		

29. How satisfied are you with the membership prices at the Community Center?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	90	22.3	41.9	41.9
	Satisfied	103	25.5	47.9	89.8
	Dissatisfied	22	5.4	10.1	99.9
	Very Dissatisfied	0	.1	.1	100.0
	Total	216	53.1	100.0	
Missing	Don't know	19	4.7		
	Refused	6	1.5		
	System	165	40.7		
	Total	190	46.9		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

30. How would you rate the fitness area at the Community Center?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	61	15.0	29.6	29.6
	Good	84	20.6	40.7	70.3
	Fair	55	13.7	27.0	97.3
	Poor	5	1.3	2.7	100.0
	Total	205	50.6	100.0	
Missing	Don't know	21	5.2		
	Refused	14	3.5		
	System	165	40.7		
	Total	201	49.4		
Total		406	100.0		

31. How you your rate the cleanliness of the Community Center?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	135	33.3	57.9	57.9
	Good	84	20.8	36.1	94.0
	Fair	13	3.3	5.7	99.7
	Poor	1	.2	.3	100.0
	Total	233	57.5	100.0	
Missing	Don't know	1	.2		
	Refused	6	1.6		
	System	165	40.7		
	Total	173	42.5		
Total		406	100.0		

32. The City is thinking about expanding the Community Center to incorporate larger fitness and programming space – this could cost the City approximately \$1.5 million. Would you support this expansion?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	216	53.3	60.6	60.6
	No	141	34.7	39.4	100.0
	Total	357	88.0	100.0	
Missing	Don't know	38	9.5		
	Refused	10	2.6		
	Total	49	12.0		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

33. Would you help pay for it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	149	36.6	39.5	39.5
	No	170	41.8	45.1	84.6
	Depends on Cost	58	14.3	15.4	100.0
	Total	377	92.8	100.0	
Missing	Don't know	20	4.8		
	Refused	10	2.4		
	Total	29	7.2		
Total		406	100.0		

34. If you would help to pay for it, how much would you be willing to assist per year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A maximum of \$10/year for 10 years	64	15.6	33.9	33.9
	A maximum of \$20/year for 10 years	65	16.0	34.6	68.5
	A maximum of \$30/year for 10 years	12	2.9	6.3	74.8
	A maximum of \$40/year for 10 years	38	9.3	20.2	94.9
	Other, please specify	9	2.3	5.1	100.0
	Total	187	46.2	100.0	
Missing	Don't know	19	4.6		
	Refused	1	.2		
	System	199	49.0		
	Total	219	53.8		
Total		406	100.0		

34. If you would help to pay for it, how much would you be willing to assist per year?

- 2 dollars per year for 10 years.
- 12 dollars per year.
- 50 dollars per year for ten years.
- It depends on whether or not the money would be paid by the people using the center or everybody that lives in Sharonville.
- The costs should be supported by the people that are going to the facility.

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

The next set of questions will focus on Public Works

35. How satisfied are you with weekly trash pick-up? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	187	46.0	48.5	48.5
	Satisfied	161	39.7	41.8	90.3
	Dissatisfied	37	9.1	9.5	99.9
	Very Dissatisfied	1	.1	.1	100.0
	Total	385	94.9	100.0	
Missing	Don't know	6	1.4		
	Refused	15	3.7		
	Total	21	5.1		
Total		406	100.0		

36. How satisfied are you with street repair and maintenance? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	112	27.7	27.9	27.9
	Satisfied	240	59.0	59.6	87.5
	Dissatisfied	32	7.9	8.0	95.5
	Very Dissatisfied	18	4.4	4.5	100.0
	Total	402	99.1	100.0	
Missing	Don't know	4	.9		
Total		406	100.0		

37. Regarding snow removal, taking into account the recent harsh winter and shortage of salt state-wide, how satisfied are you with snow removal in Sharonville compared to other cities you have lived in or travel through? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	203	49.9	50.7	50.7
	Satisfied	155	38.2	38.8	89.5
	Dissatisfied	26	6.5	6.6	96.1
	Very Dissatisfied	16	3.9	3.9	100.0
	Total	400	98.4	100.0	
Missing	Don't know	5	1.3		
	Refused	1	.3		
	Total	6	1.6		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

38. How would you rate the condition of the major streets in Sharonville?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	150	36.9	36.9	36.9
	Good	220	54.1	54.1	91.0
	Fair	34	8.4	8.4	99.4
	Poor	2	.6	.6	100.0
	Total	406	99.9	100.0	
Missing	Don't know	0	.1		
Total		406	100.0		

39. How would you rate the condition of neighborhood streets in Sharonville?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	87	21.3	21.5	21.5
	Good	260	64.1	64.5	86.0
	Fair	50	12.4	12.5	98.4
	Poor	6	1.5	1.6	100.0
	Total	403	99.3	100.0	
Missing	Don't know	3	.7		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

40. If you were spending \$100 on transportation improvements, how would you divide those dollars between the options below (how much \$?):

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
40a. Improvements to Major Streets	406	0	100	26.38	28.651
40b. Improvements to Neighborhood Streets	406	0	100	24.29	25.980
40c. Improvements to Sidewalks	406	0	100	18.57	28.715
40d. Additional multi-use trails for pedestrians and bikers	406	0	100	23.75	32.405

40a. Improvements to Major Streets

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	157	38.8	38.8
	10	8	2.0	40.7
	13	4	.9	41.6
	15	6	1.6	43.2
	20	2	.5	43.8
	25	86	21.1	64.9
	30	7	1.7	66.6
	33	8	2.0	68.7
	34	4	1.0	69.6
	35	1	.2	69.8
	40	4	1.0	70.8
	45	1	.2	70.9
	50	85	21.0	91.9
	60	1	.2	92.1
	75	1	.3	92.5
	100	31	7.5	100.0
	Total	406	100.0	

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

40b. Improvements to Neighborhood Streets

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	161	39.6	39.6	39.6
10	8	2.1	2.1	41.7
12	3	.8	.8	42.5
13	0	.1	.1	42.6
15	3	.8	.8	43.4
20	7	1.8	1.8	45.2
25	85	21.1	21.1	66.3
30	10	2.4	2.4	68.6
33	11	2.8	2.8	71.4
35	1	.3	.3	71.7
40	9	2.1	2.1	73.9
45	1	.2	.2	74.1
50	82	20.1	20.1	94.2
75	4	1.1	1.1	95.3
80	1	.2	.2	95.5
90	1	.2	.2	95.7
100	18	4.3	4.3	100.0
Total	406	100.0	100.0	

40c. Improvements to Sidewalks

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	227	56.0	56.0	56.0
10	8	1.9	1.9	57.9
12	0	.1	.1	58.0
13	0	.1	.1	58.1
15	2	.5	.5	58.5
20	14	3.5	3.5	62.0
25	78	19.2	19.2	81.2
30	6	1.4	1.4	82.6
33	10	2.6	2.6	85.2
34	0	.1	.1	85.3
37	0	.1	.1	85.4
50	25	6.3	6.3	91.6
60	0	.1	.1	91.7
100	34	8.3	8.3	100.0
Total	406	100.0	100.0	

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

40d. Additional multi-use trails for pedestrians and bikers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	198	48.8	48.8
	1	6	1.5	50.3
	5	1	.2	50.5
	10	11	2.6	53.1
	12	0	.1	53.2
	13	0	.1	53.3
	15	2	.6	53.9
	20	10	2.4	56.2
	25	76	18.7	75.0
	30	1	.2	75.1
	33	0	.1	75.2
	34	2	.4	75.7
	35	0	.1	75.8
	37	0	.1	75.9
	40	1	.3	76.2
	50	45	11.1	87.3
	60	1	.3	87.6
	70	5	1.2	88.8
	100	45	11.2	100.0
	Total	406	100.0	

40. If you were spending \$100 on transportation improvements, how would you divide those dollars between the options below: Don't know

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	385	94.8	94.8
	Partial Selection	1	.3	95.1
	Selected	20	4.9	100.0
	Total	406	100.0	

40. If you were spending \$100 on transportation improvements, how would you divide those dollars between the options below: Refused

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	398	98.0	98.0
	Selected	8	2.0	100.0
	Total	406	100.0	

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

41. You may have read that the State of Ohio has significantly decreased funding to cities, including Sharonville. Sharonville is one of very few cities state-wide that pays 100% of trash services for residents. If, because of the state funding cuts, it meant the City could no longer continue a proactive road maintenance and street resurfacing program, would you be willing to help pay for a portion of your trash service if you knew that money was specifically earmarked for roadway improvements?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	193	47.6	51.3	51.3
	No	119	29.4	31.7	83.0
	Depends on the cost	64	15.7	17.0	100.0
	Total	376	92.7	100.0	
Missing	Don't know	13	3.1		
	Refused	17	4.2		
	Total	30	7.3		
Total		406	100.0		

42. If you would be willing to help pay for your trash service, assuming the cost is \$12/month, would you be willing to pay:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A maximum of \$2.50/month or about 20%	67	16.4	27.9	27.9
	A maximum of \$4/month or about 33%	35	8.7	14.7	42.6
	A maximum of \$6/month or 50%	79	19.4	32.9	75.5
	I would pay the entire cost if it meant quality roads in the City	59	14.5	24.5	100.0
	Total	240	59.0	100.0	
Missing	Don't know	11	2.8		
	Refused	6	1.5		
	System	149	36.7		
	Total	166	41.0		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

Regarding the City in general, please provide feedback on the following:

43. Have you or anyone in your household attended a City Council meeting or other public meeting in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	61	15.0	15.1	15.1
	No	344	84.8	84.9	100.0
	Total	405	99.9	100.0	
Missing	Don't know	1	.1		
Total		406	100.0		

44. Have you or anyone in your household watched a City Council meeting on television within the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	78	19.2	19.2	19.2
	No	327	80.7	80.8	100.0
	Total	405	99.8	100.0	
Missing	Don't know	0	.1		
	Refused	0	.1		
	Total	1	.2		
Total		406	100.0		

45. Have you read the "Hometown Guide" that is mailed to your household in the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	384	94.5	94.9	94.9
	No	21	5.1	5.1	100.0
	Total	404	99.5	100.0	
Missing	Don't know	2	.5		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

46. If you have read the “Hometown Guide,” do you find it helpful or informational?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	367	90.4	96.8	96.8
	No	12	3.0	3.2	100.0
	Total	379	93.4	100.0	
Missing	Don't know	4	.9		
	Refused	1	.3		
	System	22	5.5		
	Total	27	6.6		
Total		406	100.0		

47. Have you visited the City’s new website – www.sharonville.org -- within the last 6 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	162	39.8	39.9	39.9
	No	243	59.8	60.1	100.0
	Total	404	99.6	100.0	
Missing	Don't know	2	.4		
Total		406	100.0		

48. Do you or anyone in your household follow the City on Facebook or other social media site such as Twitter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	98	24.2	24.3	24.3
	No	306	75.3	75.7	100.0
	Total	404	99.5	100.0	
Missing	Don't know	2	.4		
	Refused	0	.1		
	Total	2	.5		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

Please state your level of agreement with the following statements.

49. The City of Sharonville meets my expectations for city government services.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	81	19.9	20.4	20.4
	Agree	272	67.0	68.7	89.1
	Disagree	39	9.6	9.9	99.0
	Strongly Disagree	4	.9	1.0	100.0
	Total	396	97.4	100.0	
Missing	Don't know	7	1.8		
	Refused	3	.8		
	Total	10	2.6		
Total		406	100.0		

50. The City of Sharonville is responsive to the needs of residents.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	75	18.5	19.4	19.4
	Agree	277	68.3	71.6	91.0
	Disagree	21	5.1	5.3	96.4
	Strongly Disagree	14	3.5	3.6	100.0
	Total	387	95.3	100.0	
Missing	Don't know	17	4.1		
	Refused	2	.6		
	Total	19	4.7		
Total		406	100.0		

51. The City of Sharonville provides quality service to residents.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	99	24.4	24.9	24.9
	Agree	275	67.8	69.2	94.1
	Disagree	11	2.7	2.7	96.8
	Strongly Disagree	13	3.1	3.2	100.0
	Total	398	98.1	100.0	
Missing	Don't know	1	.2		
	Refused	7	1.7		
	Total	8	1.9		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

52. The City of Sharonville spends money wisely.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	63	15.6	17.9	17.9
	Agree	244	60.0	69.1	87.0
	Disagree	28	6.9	7.9	94.9
	Strongly Disagree	18	4.4	5.1	100.0
	Total	353	86.9	100.0	
Missing	Don't know	38	9.4		
	Refused	15	3.7		
	Total	53	13.1		
Total		406	100.0		

53. Given your choice to live in Sharonville, what are the 3 things you like the most about our community?

- Also, it fits my livelihood
- Anything you really want is here
- Appearance/it's pretty, nice (12)
- Being helpful to seniors
- Churches (3)
- City services(fire, police, trash, snow removal) (135)
- City/public workers are nice/helpful (7)
- Close to highways/expressways/interstates (30)
- Convenient location/It's close to Cincinnati, shopping, restaurants, etc. (103)
- Demographically diverse (3)
- Everything is in walking distance (7)
- Family-oriented community (7)
- Fitness amenities
- Friendly (21)
- Good community/good place to live, raise kids (45)
- Government/how the city is run/they take care of the residents (17)
- Green space/trees (4)
- I enjoy the downtown area
- I have a street-light right on my driveway, which is a good thing
- I just like it/good place to live (9)
- I like everything (6)
- I like my neighborhood/neighbors (56)
- I like the environment, it's excellent
- I like the general attitude of the city
- I like the nature of the apartments
- I like the people (15)
- I think we're the city selling short
- I wouldn't live anywhere else but Sharonville
- It hasn't really changed much
- It's a handy place to live
- It's close to work (7)
- It's kept clean/maintained (54)
- It's modern
- It's quiet/quiet neighborhood (34)
- It's safe/secure (100)
- Lack of traffic (2)
- Lived here my whole life/grew up here (12)
- Low cost of living/cheap housing (7)
- Low crime (9)
- Low property tax rate (18)
- Mullcally Pub

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

- Near friends/family (5)
- Parks and recreation/community center (99)
- People keep their houses and yards in good repair.
- Sharon Woods (12)
- Sidewalks (6)
- Small town/hometown feel (26)
- The businesses downtown
- The city in general.
- The fact that we have the life-squad here
- The information they give out about the city
- The library (13)
- The overall feel of the city
- The programs/activities 8
- The schools/proximity to schools (40)
- The town itself and civic pride
- They seem to get a portion of the money back to the people

54. What are your biggest two or three goals for the City to strive for in the next few years?

- Add or repair sidewalks/bike trails (29)
- Better government/money spending (30)
- Better land use.
- Bring in new businesses/restaurants/stores (23)
- Bring in younger families (2)
- Expand and improve the rec/community/fitness centers (23)
- Get rid of illegal aliens
- Having everyone pay their fair share.
- I don't know what participation that the city has in the senior center but I think that they could increase the city participation.
- I'm not big on all the police activity that they have.
- Improve parks (10)
- Improve police/fire department (7)
- Improve traffic conditions (6)
- Improve/maintain roads and streets (23)
- Increase police presence (15)
- Increase racial tolerance (3)
- Increasing the involvement of participants in the local community
- Indoor swimming pool (6)
- Keep growing/expanding (5)
- Limit number of pets in households (2)
- Maintain properties/downtown/city in general (51)
- Maintain/improve city services (35)
- Maintain/improve safety (18)
- More community events/programs (11)
- More funding/improvements for schools (17)
- More support for the military members.
- My daughter has also suggested that the city should bring in a dog park.
- Real estate rehabilitation
- Reduce crime (14)
- Reduce taxes (9)
- Support the arts (2)
- The city also needs to work on working with other neighboring communities to resolve problems.
- They need to clean up Sharon Woods by taking the dead trees out and doing something with them.
- They need to plant more trees, and reduce the level of noise coming out of the Copper Fields subdivision.
- They should doing something about the trains, because it's a big problem around here.
- To be a better community for our children and making it better for senior citizens and everybody.
- To move forward.

55. What are your biggest concerns about what might happen in Sharonville in the next few years that the City should try to guard against?

- Budget concerns/Reduction in city services (17)
- Crime (140)
- Diversity issues (12)
- Downtown upkeep (10)
- Enforcing zoning (2)
- Government changes (4)
- Losing business (9)
- Need to update (2)
- Other (15)
- Pollution/Natural Resources (2)
- Property upkeep (36)
- School system (9)
- Section 8 housing (24)
- Taxes (12)
- Traffic law enforcement (3)
- Youth (7)

The next set of questions asks about your general views of the City of Sharonville.

56. Other entities – not the City – provide you with water, sewer and other County or State services. Is there anything you would like for us to try to accomplish for you in our dealings with these governmental units, like the state, the County, or the f

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	66	16.3	17.8	17.8
	No	307	75.6	82.2	100.0
	Total	373	91.9	100.0	
Missing	Don't know	7	1.8		
	Refused	9	2.3		
	System	16	4.0		
	Total	33	8.1		
Total		406	100.0		

56. Other entities – not the City – provide you with water, sewer and other County or State services. Is there anything you would like for us to try to accomplish for you in our dealings with these governmental units, like the state, the County, or the federal government?

- Change energy services (3)
- Leaf pickup (4)
- Lower costs for water and sewer (48)
- Other (8)
- Resolve water and sewer issues (8)

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

57. Are you aware that Sharonville is currently one of very few cities in Ohio where property owners do not pay any of their property tax dollars to the City?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	128	31.6	32.2	32.2
	No	270	66.6	67.8	100.0
	Total	399	98.2	100.0	
Missing	Don't know	0	.1		
	Refused	7	1.7		
	Total	7	1.8		
Total		406	100.0		

58. Because of the lack of property tax funds, the City is heavily reliant on income tax revenue. However, a vast majority of residents work outside our community. Therefore, most residents do not pay the City any property or income tax dollars – with

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	204	50.2	53.4	53.4
	Good	143	35.2	37.5	90.9
	Fair	22	5.5	5.8	96.7
	Poor	13	3.1	3.3	100.0
	Total	382	94.0	100.0	
Missing	Don't know	2	.6		
	Refused	22	5.5		
	Total	24	6.0		
Total		406	100.0		

I am going to read you a list of options – please tell me if you would like Sharonville to place a low, medium, or high priority in the City's future budgets. Please take into consideration the reduced level of State funding to cities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	4	.9	28.0	28.0
	1	1	.2	7.5	35.5
	9	8	2.0	64.5	100.0
	Total	13	3.2	100.0	
Missing	System	393	96.8		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

59. Police services.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	9	2.3	2.4	2.4
	Medium	130	31.9	33.4	35.8
	High	249	61.4	64.2	100.0
	Total	388	95.7	100.0	
Missing	Don't know	1	.3		
	Refused	16	4.0		
	Total	18	4.3		
Total		406	100.0		

60. Fire and Ambulance Services.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	15	3.7	3.8	3.8
	Medium	158	38.9	40.6	44.4
	High	216	53.3	55.6	100.0
	Total	389	95.8	100.0	
Missing	Don't know	0	.1		
	Refused	17	4.1		
	Total	17	4.2		
Total		406	100.0		

61. Street maintenance and resurfacing.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	21	5.2	5.5	5.5
	Medium	219	54.0	56.4	61.9
	High	148	36.5	38.1	100.0
	Total	388	95.7	100.0	
Missing	Don't know	1	.2		
	Refused	17	4.1		
	Total	18	4.3		
Total		406	100.0		

62. Building improvements, including city hall, police and fire stations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	194	47.9	50.3	50.3
	Medium	157	38.6	40.5	90.8
	High	36	8.8	9.2	100.0
	Total	387	95.2	100.0	
Missing	Don't know	2	.5		
	Refused	17	4.3		
	Total	19	4.8		
Total		406	100.0		

63. Additional pedestrian and bike trails

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	176	43.5	45.7	45.7
	Medium	142	35.0	36.8	82.6
	High	67	16.6	17.4	100.0
	Total	386	95.1	100.0	
Missing	Don't know	2	.5		
	Refused	18	4.4		
	Total	20	4.9		
Total		406	100.0		

64. A Community Center Expansion

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	210	51.8	54.7	54.7
	Medium	124	30.6	32.3	87.1
	High	50	12.2	12.9	100.0
	Total	384	94.7	100.0	
Missing	Don't know	3	.8		
	Refused	18	4.5		
	Total	22	5.3		
Total		406	100.0		

Now I have just a few final demographic questions.

65. Please stop me when I reach your age.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-34	109	26.9	26.9	26.9
	35-44	63	15.6	15.6	42.5
	45-54	78	19.1	19.1	61.6
	55-64	67	16.5	16.5	78.2
	65 or older	89	21.8	21.8	100.0
	Total	406	99.9	100.0	
Missing	System	0	.1		
Total		406	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	203	50.0	50.0	50.0
	Female	203	50.0	50.0	100.0
	Total	406	100.0	100.0	

66. What was the last grade of school you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than high school	4	.9	1.0	1.0
	High school grad/GED	143	35.2	36.6	37.6
	Associate's Degree	43	10.6	11.0	48.7
	Bachelor's Degree	139	34.1	35.6	84.2
	Post graduate work or degree	62	15.2	15.8	100.0
	Total	390	96.0	100.0	
Missing	Don't know	1	.2		
	Refused	15	3.8		
	Total	16	4.0		
Total		406	100.0		

67. What race do you consider yourself to be?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White or Caucasian	329	81.0	87.0	87.0
	Minority Races	49	12.1	13.0	100.0
	Total	378	93.1	100.0	
Missing	System	28	6.9		
Total		406	100.0		

CITY OF SHARONVILLE RESIDENT PERCEPTION SURVEY

68. Do you own or rent your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own	321	79.0	82.6	82.6
	Rent	68	16.6	17.4	100.0
	Total	388	95.6	100.0	
Missing	Refused	18	4.4		
Total		406	100.0		

69. Please stop me when I reach your total household income before taxes, including all members of your household and all sources of income. (Recode)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$25,000	84	20.6	20.6	20.6
	\$25,000 - \$44,999	79	19.5	19.5	40.0
	\$45,000 - \$74,999	126	31.0	31.0	71.0
	\$75,000 or more	118	29.0	29.0	100.0
	Total	406	100.0	100.0	

70. Do you work in the City of Sharonville?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	36	8.7	9.1	9.1
	No	355	87.5	90.9	100.0
	Total	391	96.2	100.0	
Missing	Refused	15	3.8		
Total		406	100.0		

71. Do you anticipate moving from Sharonville in the next 2 years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	50	12.3	14.1	14.1
	No	303	74.6	85.9	100.0
	Total	353	86.9	100.0	
Missing	Don't know	38	9.4		
	Refused	15	3.7		
	Total	53	13.1		
Total		406	100.0		

72. Why do you plan to move from Sharonville?

- Assisted living
- Better school system (3)
- Can't find a house/condo (6)
- Dissatisfied with the city (5)
- Feel insecure/dissatisfied with police department (4)
- Health reasons
- I'm relocating next to my sister
- Retiring (7)
- To go to a smaller home
- Warmer weather